Program Support Assistant, GS-303-6/7
APHIS
Wildlife Services
Regional Offices and Headquarters
revised April 21, 2006

1. ADMINISTRATIVE SUPPORT RESULTS 50%
2. OFFICE MANAGEMENT AND PROGRAM SUPPORT RESULTS 40%
3. WORKING RELATIONSHIPS AND COMMUNICATION 10%

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1. ADMINISTRATIVE SUPPORT RESULTS 50%

The Program Support Assistant is responsible for providing administrative support to office staff and field employees.

Alignment: This element supports the WS's management objective of providing high quality administrative, clerical, technical and support services to the staff, to facilitate the accomplishment of the WS mission.

Results and Measures for Fully Successful.

Evaluation is based on the supervisor's observations, review of work results, and feedback from staff and other customers. In almost all cases, the supervisor finds that:

Travel

- Travel authorizations are competed in accordance with APHIS procedures within 2 business days of assignment, with no more than 1 form out of 10 containing an error.
- Travel arrangements are made within 2 business days of assignment, or as otherwise requested, and submitted to traveler for approval.
- Itineraries are given to traveler no later than 5 days before travel, or as otherwise requested, with no more than 1 itinerary out of 10 containing an error.
- Travel vouchers are
  - prepared and submitted for signature within 2 business days of receipt from traveler, with no more than 1 voucher out of 10 containing an error.
  - processed for payment in accordance with NFC procedures within 2 days of approval

T&A's

- T&A's correctly reflect information provided by employees, comply with established procedures, are successfully entered into the automated system, and transmitted to NFC by established deadline, with no more than 3 noted errors per quarter;

- problems or discrepancies are identified and either resolved with the employee or brought to the attention of the supervisor

Calendars and scheduling

- Calendars and appointment schedules are consistently accurate with proper additions and deletions, reflecting realistic scheduling, with changes made quickly, and a hard copy provided to supervisor in accordance with personal preference, with no more than three noted errors per quarter;
- Arrangements for meetings and conference calls are completed and communicated to all parties within requested time frames
    - This includes scheduling meeting space or conference calls, ensuring requested equipment is available, and soliciting agenda items and completing and distributing the agenda

2. OFFICE MANAGEMENT AND PROGRAM SUPPORT RESULTS 40%

The Program Support Assistant is responsible for providing office management and program and customer support services to WS staff and stakeholders and other customers.

Alignment: This element supports the WS's management objective of providing high quality administrative, clerical, technical and support services to the staff, to facilitate the accomplishment of the WS mission

Reception and Office Information

- Telephone callers and visitors are greeted courteously and directed to the appropriate person
- Phones messages including phone numbers are accurately recorded and delivered to the appropriate staff member, with no more than 1 out of 10 messages containing significant errors.
- Information provided is generally accurate, meets the customer's requirements, and is provided within requested time frames

Files

- Files are easily retrievable, logically organized, clearly labeled, and neat, with documents usually filed within 3-5 days of receipt;

Forms

- An adequate stock of commonly used forms are on hand
- Other forms requested by staff or other customers are provided within the requested time frame

Mail

- Incoming mail and packages are distributed to the appropriate staff or person daily
- Outgoing mail and packages are accurately addressed and sent via the appropriate shipping method
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Activity Reports

  - Activity Reports are edited and distributed in accordance with WS or office guidelines and due dates.

Typing and correspondence

  - Draft correspondence is clear, logical, follows Plain Language guidelines, and is presented to supervisor generally 1-3 working days before due date or 3-5 days after receipt of initiating event.

Special projects

- Other assignments and projects are completed in accordance with the request, within requested time frames.
- Work products are accepted by the customer with no more than minor changes needed

3. WORKING RELATIONSHIPS AND COMMUNICATION 10%

The Program Support Assistant is responsible for working cooperatively with others in a team environment.

Alignment: This element supports WS' strategic goal 3, Information and Communication, and 4, Value and Invest in Employees

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Results and Measures for Fully Successful

Evaluation is based on the supervisor's observations, review of work results, and feedback from staff and customers. In almost all cases, the supervisor finds that the PSA:

- Keeps the supervisor informed and up to date on
  - changes in administrative policies and procedures
  - work developments, problems, delays and accomplishments.
- Consistently demonstrates fairness, cooperation and respect towards coworkers, supervisory personnel and all internal and external customers.

- Interacts with customers and co-workers to create a positive work environment that is productive and free from discrimination.
- Consults with senior staff and co-workers, as appropriate, to resolve any potential conflicts in work assignments and to clarify priorities for completing assigned tasks
- Demonstrates an awareness of Equal Opportunity and Civil Rights policies and APHIS goal of valuing a diverse yet unified workforce
- Participates in teamwork by sharing information and ideas, opinions, and concerns of others and respecting their contributions; encouraging others to develop new skills; and providing and receiving constructive ideas and constructive feedback.
- Completes mandatory and assigned training as requested.